



Quality Council
Monday, December 22, 2003
3:30-5:00 p.m.

Conference Room 6A, Exchange Building
821 Second Avenue, Seattle WA 98104

Members Attending:

Ron Sterling, Chair
Eleanor Owen
Alice Howell
Steven Collins
Christine White

Staff Present:

Lisbeth Gilbert
Melisande Noe

I. CALL TO ORDER

Chairman Ron Sterling called the meeting to order at 3:35 p.m.

II. INTRODUCTIONS

Meeting participants introduced themselves.

III. PREVIOUS MEETING NOTES APPROVAL

Members read and approved the previous meeting notes.

IV. ANNOUNCEMENTS

Lisbeth Gilbert shared that Alberto Gallegos and Jack Fuller were not attending due to illness.

Ron Sterling said that the online town hall forum has signed up 40 members so far.

Eleanor Owen announced that a fund-raiser for Washington Citizen Action would be at her house on January 7, 2004, from 5:00 p.m. to 8:30 p.m.

V. Complaints/Grievance Report – Lisbeth Gilbert

The Client Services Desk tracks the number of complaints and grievances received by MHCADSD. The Division received 331 total complaints and grievances in 2003, the majority being referrals from the mental health Ombuds service (see table below).

Reporting Source	# Adult	# Child
Client Services Specialist (UBH & RSN)	5	3
MHP Provider	96	5
Ombuds	222	0
Total	323	8

Most complaints (302) fell under the category of “other”. Eleanor Owen remarked that “this category needs to delineated”. Why are the bulk of complaints unidentifiable? Liz replied that the Division does not like the reporting or the format, but it is mandated under federal budget balancing requirements. Christine White asked why some of the “other” complaints didn’t fit the categories. Eleanor asked if 300 people make a complaint and nobody knows what kind of complaint it is, how can we (MHCADSD) provide quality care?

VI. RECOVERY ORDINANCE LETTER

Ron remarked that the ordinance as written was not useful for measuring recovery, as he stated that recovery is an “aggregated measure”, and the ordinance measures “don’t tell us about the system”. He further added that the ordinance defines recovery as “an impossible dream” and too absolute. Ron solicited comments on the letter to Howard Miller, and a motion was proposed to form a recovery model committee. The motion passed unanimously.

VII. AMNON SHOENFELD LETTER

The issues of increased case manager pay and data gathering as requested in the letter are “off the table”. However, the Division did offer to set up a website for case managers in order to “share ideas, ask questions, and receive information and resource material.” Ron wanted to know how this affects the clients and how can the Quality Council help within our limitations. It was noted that continuing communication with case managers was important.

IX. FORUMS

Forum length was set at two and one-half hours, with a minimum start time of 7:00 p.m. Ron will moderate, with a Division staff and council member present.

IX. RSN UPDATE – Lisbeth Gilbert

This was not discussed.

X. CLOSING

The meeting adjourned at 5:15 p.m.